



State of Illinois
Illinois Department on Aging

No Wrong Door (NWD) Listening Session

An online listening session focused on the No Wrong Door (NWD) System in Illinois and the way that people in Illinois access information and assistance about long term services and supports (LTSS) is taking place on **September 22, 2015 at 10:00 AM CST**.

State agencies want to hear your ideas about how Illinois could improve the way that older adults and people with disabilities, including individuals with developmental/intellectual disabilities and people with mental illness, access long term services and supports - particularly home and community-based services.

In July and August, 2015, listening sessions were held in Peoria, Mt. Vernon and Chicago and over 150 people attended. In response to high interest in the listening sessions and to ensure that the State of Illinois hears from as many individuals as possible, we are now offering an **online listening session**. Please register at this link:

<https://optum.webex.com/optum/k2/j.php?MTID=t64ee04e413bac9a84ba13d0deb3f113b>

If you attended one of the listening sessions in July and August- thank you! The upcoming listening session will be identical in content to the listening session you attended. In the interest of including as many different perspectives as possible, we ask that you do not register for this session. If you have any questions or comments to add, please send them to Brendan Flinn (Brendan.flinn@lewin.com). We hope that you will consider inviting people you know who may be interested in attending.

Your registration will be confirmed with you by email.

Please feel free to share this invitation with friends, colleagues or clients you support who would be interested in providing feedback. **Registration is limited, so please be sure to register as soon as possible.**

Please be sure to use the space provided on the registration form to tell us if any accommodation would make it easier for you to attend and participate fully. **There will be closed captioning available and all materials presented at the listening session will be emailed in advance in accessible formats.**

The feedback and input provided during this session will assist the state to draft a three-year plan for developing a coordinated statewide NWD System that would help people of all ages and with all types of disabilities get information, identify options, make decisions about and access LTSS. In Illinois, this three-year plan will build on the strength of existing networks that already help people with disabilities access and apply for services.

Listening session participants will include (but are not limited to) consumer stakeholders who use long term services and supports, family members, and staff from Area Agencies on Aging,

Care Coordination Units, Centers for Independent Living (CILs), community mental health centers, managed care organizations, hospitals, and home and community-based service providers who work with older adults, people with mental illness, alcohol and substance use disorders, intellectual and developmental disabilities, and physical disabilities.

Representatives from the state will present the vision for building the NWD System for all populations and participants will be asked to discuss questions such as the following:

- What are we already doing to help people access long term services and supports in Illinois? What do we have in place to build on?
- What is currently working well, for some or all populations?
- What is not working as well now? What barriers stand in the way of people trying to get information and assistance?

Thank you for your interest, and we look forward to your participation at the listening session.

Please contact Brendan Flinn (Brendan.flinn@lewin.com) with any questions.